

Address Confidentiality Program



Jason Kander • Secretary Of State

PARTICIPANT NEWSLETTER

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Should I fill out a Postal Forwarding Order?

- **Best Course of Action**

As a *Safe at Home* participant, the best course of action is to contact each person or business that needs to send you mail and let them know you have a new mailing address. This allows you to control who has your substitute address and who sends you mail. You may also consider returning the mail to the sender and writing: Forward to P.O. Box 1409, Jefferson City, MO 65102.



- **Any Previous Location?**

You may, if you wish, fill out forwarding orders for any addresses where you no longer reside. You should be aware that forwarding orders are placed in a **searchable, national database**. This may leave a trail of previous addresses that you may want to consider when evaluating your safety. Please be aware that any catalogs or magazine subscriptions that might be included in the forwarding order cannot be forwarded to you by *Safe at Home*. Please make alternate arrangements to receive catalogs, magazines or any other items that are not sent via first-class mail.

Upcoming Holidays

The *Safe at Home* office will be closed and participant mail will not be forwarded on the following state holidays:

- Truman Day
(May 8)
- Memorial Day
(May 25)
- Independence Day
(July 3) *observed*

- **Your Current Location?**

If you fill out a forwarding order for your current, confidential location, the post office will forward all your mail to *Safe at Home* instead of delivering it to you. *Safe at Home* would then attempt to forward your mail to your confidential location but it would be returned. This creates a 'loop' of forwarded mail between *Safe at Home* and the post office. If you have already submitted a forwarding request, you may contact your local post office and ask for all forwarding requests associated with that address be lifted.

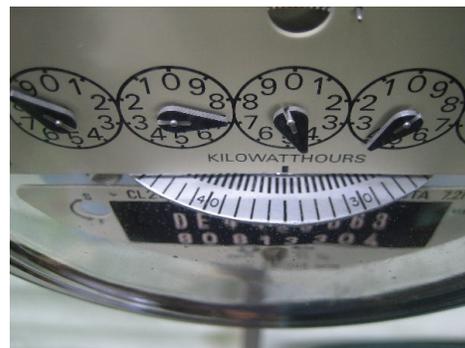
Private Utility Companies and Address Confidentiality

Public utilities managed by cities or counties are required by law to protect your information as a *Safe at Home* participant; private utility companies are not.

However, there are steps you can take to help protect your account address.

- Ask the utility company to send your mail in an envelope. Many companies mail their statements as postcards, which leaves your information in the open for all to see.
- Ask the company to mark your file as “confidential” and ask that it be password protected.
- Ask the utility company use your initials or a shortened version of your name on your account. This keeps your full name from being linked to the address of service. Be sure to let *Safe at Home* know if you do this (so we can be sure the mail is for you).
- If you are looking to relocate, seek housing where the landlord provides utilities as part of the rent so you do not have to establish utilities in your own name.

In the coming months, *Safe at Home* plans to reach out to private utilities in Missouri in an effort to establish arrangements that could improve the privacy of participant information. In the meantime, if you are in a situation where you are not certain if an agency is required to accept your substitute address, contact *Safe at Home* **before** disclosing your confidential address.



New Participant Dependents



If at any time you add minor dependents to your household, please contact *Safe at Home* as soon as possible. Insurance providers regularly address mail to the newly insured who are less than one year old! Unless *Safe at Home* has the name of that young one on file, we will be unable to forward mail to you that has her or his name on the envelope. It is important to

include any and all minor dependents (age 16 years or younger) within your household on your *Safe at Home* record.

And the not-so-new participant dependents...

If any of your dependents are now over the age of 17, they may complete their own applications. Anyone aged 17 years or older is considered an adult for program purposes. Upon request, *Safe at Home* will be happy to send you the necessary paperwork for these situations.



Up to Date Telephone Number

Please make sure *Safe at Home* has your current telephone number. Many problems with the mail can be solved with a quick phone call if we have your current telephone number.

Safe at Home

www.MoSafeAtHome.com

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